

## HR Balanced Scorecard -- Customer Responses

Category	Question	2002 General Agreement	2000 General Agreement	Percentage Change from 2000
Timeliness	Products and services are provided when I need them.	71%	68%	4%
Timeliness	General information concerning HR issues is provided in a timely manner.	74%	69%	7%
Timeliness	My HR office responds to my questions in a timely manner.	75%	72%	4%
Timeliness	My HR office returns my phone calls promptly.	74%	71%	4%
Timeliness	My HR office provides follow-up/closure to an issue in a timely manner.	66%	63%	5%
Quality	My HR office provides products/ services that meet my needs.	73%	71%	3%
Quality	My HR office is always looking for ways to do things better.	56%	52%	8%
Quality	HR personnel have knowledge of the products and services being delivered.	77%	75%	3%
Quality	My HR office provides reliable and accurate information and advice.	72%	70%	3%
Quality	My HR office promotes/ provides information on worklife programs (e.g., AWS, telecommuting, day care, EAP, drug & alcohol).	67%	59%	14%
Service/ Partnership	My HR office treats me courteously.	94%	93%	1%
Service/ Partnership	My HR office explains respective roles and responsibilities within the HR process.	61%	56%	9%
Service/ Partnership	My HR office interprets and explains regulations and procedures to me clearly.	67%	65%	3%
Service/ Partnership	HR activities are conducted in a confidential manner.	87%	84%	4%
Service/ Partnership	My HR office is flexible in trying to meet my specific needs.	72%	69%	4%
Service/ Partnership	My HR office effectively balances the need to adhere to regulations with my needs.	75%	73%	3%

**My HR office provides excellent products  
and services in the following areas:**

Category	Question	2002 General Agreement	2000 General Agreement	Percentage Change from 2000
Service/ Partnership	Staffing/recruitment	63%	55%	15%
Service/ Partnership	Position/job classification	65%	59%	10%
Service/ Partnership	Learning and development (training and career development)	57%	50%	14%
Service/ Partnership	Performance management, awards and recognition	62%	60%	3%
Service/ Partnership	Employee benefits (health, life, TSP, retirement, and leave)	78%	75%	4%
Service/ Partnership	Employee relations (grievances, conduct, & performance issues, adverse actions)	71%	61%	16%
Service/ Partnership	Labor relations (implementation and interpretation of union contract agreements, negotiations)	69%	60%	15%
Service/ Partnership	Diversity	80%	75%	7%
Service/ Partnership	Automated HR services and systems	76%	71%	7%
Service/ Partnership	Organizational development services (facilitation, change management, reorganizations, and consultations)	58%	49%	18%
Service/ Partnership	Special emphasis programs (disability, Hispanic, Native American Indian, Asia/Pacific Islander, etc.)	75%	71%	6%
Service/ Partnership	Student employment and internship programs	77%	70%	10%

## HR Balanced Scorecard -- Supervisor Responses

Category	Question	2002 general Agreement	2000 General Agreement	Percentage Change from 2000
Timeliness	My HR office works with me early in the planning process to develop strategies and options on HR matters.	67.0%	71.0%	-5.6%
Timeliness	My HR office provides products and services in a timely manner.	73.0%	66.0%	10.6%
Timeliness	My HR office keeps me informed on the status of my personnel actions, projects, or programs.	63.0%	66.0%	-4.5%
Quality	My HR office provides accurate and reliable information and advice.	79.0%	76.0%	3.9%
Quality	My HR office strives to reduce paperwork and simplify processes.	58.0%	57.0%	1.8%
Quality	My HR office takes an innovative approach to meet my needs.	52.0%	51.0%	2.0%
Quality	My HR office provides products and services that meet my needs.	75.0%	70.0%	7.1%
Service/ Partnership	My HR office regularly seeks customer feedback to improve services.	40.0%	37.0%	8.1%
Service/ Partnership	My HR office welcomes my participation in planning HR activities.	57.0%	57.0%	0.0%
Service/ Partnership	My HR office works with me to identify, prevent, and resolve HR problems.	67.0%	69.0%	-2.9%
Service/ Partnership	My HR office understands the mission of my program office.	66.0%	76.0%	-13.2%

## Overall HR Performance Rating

	Excellent		Above Average		Average		Below Average		Unsatisfactory		# of Responses	
	2002	2000	2002	2000	2002	2000	2002	2000	2002	2000	2002	2000
Which rating would you give the HR office for overall performance?	12%	10%	28%	25%	38%	39%	14%	16%	8%	9%	1804	1689
Percentage change from 2000	20.0%		12.0%		-2.6%		-12.5%		-11.1%		6.8%	